



# RIDEOUT HEALTH

COMMUNITY BENEFIT REPORT  
FY 2016-17







## Rideout Regional Medical Center Delivering On Our Promise

For more than one hundred years, Rideout Health has been caring for the health of our communities. In 2016, the new Rideout Regional Medical Center building, a 220,000 square foot world-class healthcare complex, designed to serve the Yuba-Sutter Community and our surrounding region opened its doors.

The Rideout Regional Medical Center has been designed to serve our patients for generations to come. It features the latest in advanced lifesaving technology and was built to provide patients with the best in clinical care, convenience and comfort all supporting our quest to improve the well-being of everyone in our community, regardless of their circumstances or ability to pay.

### The new addition offers:

#### Floor One:

- A main lobby with easy access to the admissions department and gift shop
- Miss Southern's Café and outdoor dining patio
- An expanded Emergency Department, adding 16 additional beds and an expanded triage area
- Diagnostic Imaging close to the Emergency Department valued at tens of millions of dollars
- Laboratory services

#### Floor Two:

- Three Angiography Suites with fully digital angiography systems
- A 10-bed prep and recovery suite
- Two Endoscopy suites
- Twenty new private inpatient care suites

#### Floor Three:

- 36 private in-patient care suites with bathrooms and large windows

#### Floor Four: Family Birthing Center

- 26 private suites with bathroom and shower and room for bassinet and family members
- A well-baby nursery and a state-of-the-art Neonatal Intensive Care Unit

#### Floor Five: Family Birthing Center

- 12 Large, private labor and delivery rooms offering comfortable seating for guests, restroom and convertible couch for overnight stays
- Two C-section rooms
- An Ante-Partum testing unit and triage

#### Floor Six:

- Mechanical, Plumbing, Telephone & Information Systems

#### Rooftop:

- 45X45' Hospital Helipad



Fremont-Rideout Health Group

DBA: Rideout Health

Fiscal Year 2016-2017

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# Rideout Health\*

## Community Benefits Plan and Assessment Update

**Rideout Health (RH)** is pleased to submit its annual community benefits report to the California Office of Statewide Health Planning and Development (OSHPD). The report includes activity conducted during the 2016-17 fiscal year.

RH has been in operation since 1983, when Fremont Medical Center in Yuba City and Rideout Memorial Hospital (established in 1907) in Marysville merged to form a private, not-for-profit health system. RH's Board of Directors have defined a vision to provide high quality, comprehensive health care to all residents of the Yuba-Sutter community and our surrounding region, regardless of the ability to pay, while persistently working toward improvements to, and expansion of, health services and programs. \*In August 2012 Fremont-Rideout Health Group changed its brand name to Rideout Health, however, the legal name remains Fremont-Rideout Health Group.

### Mission Statement

To improve the wellbeing of everyone in our community through quality and compassionate health care

### Vision Statement

Creating a healthier community

### Spirit Values

#### STEWARDSHIP

Using all resources effectively in order to preserve and advance our mission

#### PATIENT-CENTERED

Deliver safe, high quality care to every patient, every time

#### INNOVATION

Continuous adoption of new ideas and better ways to deliver care and achieve operational excellence

#### RELIABILITY

Meeting and sustaining behaviors and expectations under each value

#### INTEGRITY/RESPECT

Adherence to a set of moral and ethical principles

#### TEAMWORK

A cooperative effort by the members of a group to achieve safe patient care

### Our Communities

Rideout Health serves the Sacramento Valley and Sierra Nevada foothill region comprised of Yuba and Sutter counties, with a combined population of 171,533, according to a 2016 California Department of Finance estimate. Yuba and Sutter counties' population growth has outpaced the growth rate in California over the past two decades, and is projected to continue. Of the total population of the two counties, 26.7 percent are children (under the age of 18), and 13.8 percent are seniors (65 or older). The senior population is expected to more than double from 2010 to 2035.

This region of abundant natural resources grapples with several socioeconomic challenges, including a poverty rate 34 percent higher than all of California, which can create significant community health challenges. According to the U.S. Census Bureau, incomes in both counties are below the statewide average, and the poverty rate is higher than the statewide average. Median per capita income for Yuba County was just \$20,471 in 2017, 32 percent below the statewide average of \$30,318. Sutter County was at \$23,689, 22 percentage points behind the rest of the state. The combined poverty rate of the two counties is 19.2 percent, compared to all of California at 14.3 percent.

According to the United States Bureau of Labor Statistics, in the 20 years from 1990 to 2010, the unemployment rate for the Yuba-Sutter region was at a high of 19.5 percent in 2010 and a low of 8.8 percent in 2000. While the region's economy has improved, the

annual average unemployment rate in 2016 was 9.2 percent, compared to 5.4 percent statewide, according to the California Employment Development Department.

According to the University of Wisconsin and Robert J. Wood Foundation County Health Rankings, Yuba County ranked 44th worst out of 58 counties in California for overall health and Sutter County ranked 30th in 2016. According to the California Department of Public Health, Yuba County has the third highest rate of death from all causes in California, and Sutter County has the 22nd highest mortality rate. Yuba County has the third highest, and Sutter County the sixth highest, rate of death due to coronary disease.

The percentage of Yuba County residents with a disability is twice the statewide average. Yuba County has a disability rate of 14.5 percent in people under the age of 65, and Sutter County has a disability rate of 9.3 percent. The statewide average is 6.8 percent.

More Yuba and Sutter County residents now have health insurance due to the Affordable Care Act. Prior to the ACT, the percentage of residents without health insurance was higher in Yuba and Sutter counties than the national average, according to the U.S. Census Bureau's Small Area Health Insurance Estimates. According to the Census Bureau, 21.5 percent of Sutter County residents and 19.1 percent of Yuba County residents were without health insurance for all 12 months of 2009, compared to the California uninsured rate of 20.1 percent, and the national uninsured rate of 16.3 percent. An estimated 10,000 additional individuals in Yuba and Sutter counties became Medi-Cal Certified Eligible in 2014 with the implementation of the ACT, and the percentage of individuals without health insurance has dropped to 14 percent in each county. Many still struggle to find Medi-Cal providers, however.

Rideout Health provides community benefits to the communities we serve - demonstrating our commitment to the health of residents in our service area. We provide programs and activities that provide treatment or promote health and healing as a response to identified community needs in such a way as to improve residents' access to health care services, enhance the health of the community, and advance medical or health knowledge. RH's community benefit includes education, charity care, subsidized health services, community health improvement activities and more. RH creates access to health care in our region for individuals and families who struggle against poverty, disability and isolation.

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## The Oroville Dam Flood Emergency

On February 12, 2017, orders were made for nearly 200,000 residents in Butte, Sutter and Yuba Counties to evacuate when a hazardous situation developed at the Oroville Dam emergency spillway. This caused Rideout Health to activate our Disaster Preparedness Plan, including a 24/7 Command Center to facilitate the safety and care of our patients.

What we accomplished would not have been as successful without the help of so many.

We are so grateful to our community, our extraordinary staff, volunteers, distributors, vendors, government agencies who assisted us in receiving crucial information and our partners who facilitated resources and mobilization efforts.

In particular, we are especially thankful for the 17 skilled nursing facilities who opened their doors to our patients from The Fountains and for Summerset Assisted Living in Rancho Cordova who housed residents of The Gardens and The Courtyard. Thanks also to the Yuba City Unified School District, Bi-County Ambulance, Sierra Sacramento Valley EMS, Sacramento County EMS and Yolo County EMS Agencies who helped us with our patient move.

During the evacuation period, the Rideout Emergency Department remained open to walk-in patients and critical patients. All other patients were diverted to local hospitals outside the evacuation area. Two crucial patients were transferred to Sacramento via helicopter after receiving a special waiver to use the helipad.

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## RH Owns or Manages:

- **Fremont Medical Center (FMC)**, a 46-licensed bed, acute care facility, which included Perinatal, Labor/Delivery, Women's Imaging services, Radiology, and Ultrasound services. The hospital was closed May 1, 2017. All FMC services were relocated to Rideout.
- **Rideout Memorial Hospital (RMH)**, a 173-licensed-bed, acute-care facility, which includes a Level III Emergency Department. On February 2, 2017 the new expansion (connected to the RMH) opened and began serving patients on floors one through three. Floors four and five, The Family Birthing Center, opened for patients on May 1, 2017. All labor & delivery services, radiology, imaging and ultrasound services formerly found at FMC are now offered at the new building. The combined buildings are now branded as Rideout Regional Medical Center (RRMC). The RRMC is a 221 bed, acute care hospital.
- **Rideout Emergency Department**, located inside Rideout Regional Medical Center, is the only emergency room between Southern Butte County and Sacramento. It is a Level III Trauma Center.

- **The Fountains Skilled Nursing & Rehab Center**, a 145-bed skilled nursing facility, which includes a 24-bed Rehabilitation unit
- **The Courtyard Assisted Living**, a 54-unit residence for seniors
- **The Gardens**, a 25 private and 11 semi-private bed facility staffed with skilled and professional caregivers for Dementia and Alzheimer's patients. The Gardens also offers an adult day care support center including six additional deluxe units
- **Rideout Cancer Center**, a partnership between RH and UCD Health System, is a 42,000 Sq. Ft. outpatient cancer treatment center
- **Rideout Surgery Center**, a free-standing outpatient surgery center
- **Sierra Health Care Center**, a durable medical equipment, supplies and oxygen business (Closed May 2017)
- **Rideout Hospice**, providing compassionate care to patients with terminal illness (Closed May 2017)
- **Rideout Home Health**, providing health services designed to promote healing and comfort at home (Closed May 2017)
- **Rideout Occupational Health**, a comprehensive occupational health clinic which includes Rideout Drug Testing, a comprehensive Drug & Alcohol testing program

## Other RH Services/Programs Include:

- **RH's Community Health Education Program** provides a variety of classes, seminars, support groups and events to help the residents of the Yuba-Sutter communities to improve and maintain their health and lifestyle
- **Rideout Cancer Center Clinical Trials**
- **Cancer Care Network**
- **Community Hospital Cancer Program**
- **Social Services**
- **Rideout Cardiac Rehabilitation**
- **Rideout Draw Stations**, outpatient laboratory services
- **Rideout Outpatient Nutrition Program**
- **Sweet Success Diabetes in Pregnancy**
- **Rideout Outpatient Rehabilitation Clinic**
- **Rideout Imaging Services**
- **Respiratory Care Services**
- **Surgical Services**
- **Rideout's Hospitalist / Intensivist / Surgicalist programs**
- **The Heart Center at Rideout: Cardiac Surgery, Cath Lab, Cardiology Services**

## Rideout Clinic

Rideout Clinic, established in 2012, is a nonprofit network of primary and specialty care clinics managed and staffed by RH. These clinics are led by the physicians and surgeons of Rideout Medical Associates, with whom we contract. The Physicians are Board-certified in their respective areas of expertise, e.g. orthopedics, E.N.T, cardiology, cardiac surgery, women's health, urology, general surgery, neurology, etc. The clinic structure attracts some of the brightest and best practitioners in Northern California and beyond, furthering our mission of providing the very best in healthcare to the residents of our community, right here in our community.

### Rideout Clinics Include (FY 2016/17):

- **Rideout General Cardiology Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Interventional Cardiology Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Cardiac and Thoracic Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Ear, Nose & Throat Clinic** serves patients in Yuba City, Marysville, Nevada City, Grass Valley and the surrounding region
- **Rideout General Surgery** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Orthopedics Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Specialty Care Clinic** serves patients in Penn Valley (thru 6/30/17)
- **Rideout Neurology Clinic** serving patients in Yuba City, Marysville and the surrounding region
- **Rideout Urology Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Vascular Clinic** serves patients in Yuba City, Marysville, Nevada City, Grass Valley and the surrounding region
- **Rideout Women's Health** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Occupational Health and Drug Testing** serves patients in Yuba City, Marysville, and the surrounding region
- **Rideout Oncology Clinic** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Primary Care Clinic at Richland Road** serves patients in Yuba City, Marysville and the surrounding region (thru 10/31/16)
- **Rideout Primary Care Clinic Grass Valley** serves patients in Nevada City and Grass Valley (thru 6/30/17)
- **Rideout Primary Care Clinic UCD** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Primary Care Clinic Town Center** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Family Physicians** serves patients in Yuba City, Marysville and the surrounding region
- **Rideout Primary Care at Sierra College Drive** serves patients in Nevada City and Grass Valley (thru 6/30/17)
- **Rideout St. Moritz** serves patients in Nevada City and Grass Valley (thru 6/30/17)

## Charity Care and Unreimbursed Care | Community Benefits

In FY2016-2017 RH contributed the following:

### Charity Care

Rideout Health provided \$1,056,361 in charity care to patients at Fremont Medical Center and Rideout Memorial Hospital

### Medi-Cal Program

Rideout Health provided \$47,348,427 in unreimbursed hospital care to patients at Fremont Medical Center and Rideout Memorial Hospital

### Medicare Payment Shortfalls

The total of government program costs provided were \$24,129,472

### Community Benefits

Rideout Health provided \$244,527 in community benefits and services.

### On Call Physician Program

Rideout Health provided \$2,809,897 for the On-Call Physician Program, \$6,433,708 for the Intensivist/Hospitalist Program, and \$2,531,292 for the Surgicalist Program. These programs provide physicians (inpatient) care for Emergency Room patients who have no physician and are indigent or on Medi-Cal.

## Community Benefits provided to the community by RH include:

- Charity care and unreimbursed medical care
- Financial and human resource assistance to a variety of local community organizations
- Donations of equipment and supplies
- Membership and volunteer involvement in local chamber of commerce, civic and service organizations
- Cancer awareness programs and support groups
- Heart Health Awareness programs, including nutrition and fitness information and heart health screenings
- Diabetes education through free Community Health Education Classes
- Maternity education through free Community Health Education Classes
- Tobacco education through free Community Health Education Classes
- Maternity care for non-insured or Medi-Cal patients
- Rideout Healthy Kids School Assemblies encouraging healthy behaviors for students K-8th grade
- Hospice Volunteer Training program (through May 2017)
- Support group facilitation
- Physician recruitment to meet community needs
- Community event participation
- Nursing and clinical education program
- Rideout Clinic Health Fair, Rideout Baby Fair and participation in other community health fairs

## Assessing Community Needs

Improving community health involves much more than simply providing health care services to the under-served populations. It requires commitment to, and community involvement with the community at all levels. As a not-for-profit healthcare organization with a mission to help others, regardless of ability to pay, RH cares about people while we care for people. In addition, the Quality Council, a subcommittee of the RH Board of Directors, comprised of physicians, board members, hospital executive leaders, quality professionals and front-line staff review quality data as it relates to the patient population served and makes recommendations and allocates resources for quality improvement initiatives focusing on the processes and outcomes of care. And, RH representatives are active in community groups and collaboratives, including United Way, American Cancer Society, American Red Cross Northeastern California, Sutter and Yuba County Public Health, Cancer Care Network and UC Davis Health System, among others. These committees and programs, along with our Board of Directors, set the pace for assessing the communities' needs in regard to health care.

## Community Health Benefits Plan

### Creation of the Plan

RH has a long history of providing substantial benefits to those we serve. Our aspiration is to provide extraordinary care to our patients and to continue to promote health and healing for those who depend on us.

The Community Outreach and Sponsorship Committee was formed in May 2017 from members of the administration and staff. It is charged with assessing the needs of the community and developing a plan of action to prioritize and meet those needs. The committee gathers information and facts from a variety of sources from within RH and through community members, government and community agencies to develop the overall plan.



## FY 2016-2017 Community Health Benefits Plan

Both state and federal law require that nonprofit hospitals conduct a community health needs assessment (CHNA) every three years to identify and prioritize the significant health needs of the communities they serve. The CHNA was conducted over a period of ten months beginning in July 2015, and concluded in May 2016. The results of the CHNA guide the development of implementation plans aimed at addressing identified health needs.

Federal regulations define a health need accordingly: "...health needs include requisites for the improvement or maintenance of health status in both the community at large and in particular parts of the community (such as particular neighborhoods or populations experiencing health disparities)".

Rideout Health (RH) and Sutter Surgical Hospital – North Valley (SSHNV), two hospitals serving portions of both Sutter and Yuba counties in northern California share the same service area and jointly conducted the recent assessment. RH is located in Marysville, California and is a part of the Rideout Health System. SSHNV is located in Yuba City, California, and is owned in partnership with physician owners and Sutter Medical Foundation.

Many dedicated community health experts and members of various social service organizations serving the most vulnerable members of the community gave their time and expertise as key informants to help guide and inform the findings of the assessment. Many community residents also participated and volunteered their time and told us what it was like to live in the community with limited or no access to healthcare and the basic resources needed to live a healthy life.

### Findings:

Analysis of both primary and secondary data revealed four communities that met the criteria for classification as a Community of Concern, these included Linda (population 32,569); Live Oak (population 10,575); Olivehurst (population 26,753); Yuba City (population 41,309)

## Health Needs for the Communities of Concern:

The identified significant health needs for the Communities of Concern are listed below in prioritized order:

### 1. Access to Quality Primary Care Health Services and Prescription Drugs

The highest priority significant health need for the Communities of Concern was access to quality primary care health services and prescription drugs. Primary care resources include community clinics, pediatricians, family practice physicians, internists, nurse practitioners, pharmacists, telephone advice nurses, and similar. Primary care services are typically the first point of contact when an individual seeks healthcare. These services are the front line in the prevention and treatment of common diseases and injuries in a community.

### 2. Access to Affordable, Healthy Food

The second highest priority significant health need was access to affordable, healthy foods. Eating a healthy diet is important for one's overall health and well-being. When access to healthy foods is challenging for community residents, many turn to unhealthy foods that are convenient, affordable, and readily available. Communities experiencing social vulnerability and poor health outcomes often are overloaded with fast food and other establishments where unhealthy food is sold.

### 3. Access to Mental, Behavioral, and Substance Abuse Services

The third highest priority significant health need was access to mental, behavioral, and substance abuse services. Individual health and well-being are inseparable from individual mental and emotional outlook. Coping with daily life stressors is challenging for many people, especially when other social, familial, and economic challenges also occur. Adequate access to mental, behavioral, and substance abuse services help community members to obtain additional support when needed.

### 4. Access to Specialty Care

The fourth highest priority significant health need for RH/SSHNV Communities of Concern was access to specialty care. Specialty care services are those devoted to a particular branch of medicine and focus on the treatment of a particular disease. Primary and specialty care go hand-in-hand, and without access to specialists such as endocrinologists, cardiologists, and gastroenterologists community residents are often left to manage chronic diseases such as diabetes and high blood pressure on their own.

### 5. Access to Health Education and Health Literacy

The fifth highest priority significant health need for the HSA was access to health education and health literacy. Knowledge is important for individual health and well-being, and health education interventions are powerful tools to improve community health. When community residents lack adequate information on how to prevent, manage, and control their health conditions, those conditions tend to worsen. Health education around infectious disease control (e.g. STI prevention, influenza shots) and intensive health promotion and education strategies around the management of chronic diseases (e.g. diabetes, hypertension, obesity, and heart disease) are important for community health improvement.

## 6. Access to Transportation and Mobility

The sixth highest priority significant health need for RH/SSHNV Communities of Concern was access to transportation and mobility. Having access to transportation services to support individual mobility is a necessity of daily life. Without transportation, individuals struggle to attain their basic needs, including those that promote and support a healthy life.

## 7. Additional Identified Health Need – Collaboration and Coordination among Community Services and Programs

When community health needs are viewed from a requisite perspective, or those things required to improve the health of the community, the idea that enhanced collaboration and coordination among organizations, programs, and services would lead to better health outcomes for community residents appears logical. All but one key informant identified this as a priority health need for the RH/SSHNV HSA.

To review the full CHNA report, please visit: <http://www.frhg.org/Community-Health-Needs-Assessment.aspx>

### RH Has Chosen to Further Address the Health Needs Through the Resources and Programs Identified Below:

1. RH Clinic continues to recruit primary care physicians and employs PA's to help with patient load.  
**A "Community Pharmacy Needs Plan"** is under design. Challenges include: Lack of availability of low cost medications; Getting prescriptions to the right pharmacies; Helping patients understand medications - and the need to continue them until seen by PC. **The Pharmacy Plan** includes: Managed Medicaid plan formularies to ensure that patients can fill medications at low cost; Low cost \$4 meds at Walmart or Costco; 340B program; Home delivery; Low costs convenience. A process is being set-up with pharmacies to deliver to hospital/ED discharge prescriptions
2. The **RH Community Garden** provided free fresh vegetables to indigent populations in communities living in "food deserts" nearby. An **Access to Affordable, Healthy Food** plan is under design, including: Food insecurity screenings; Y-S Food Bank - obtained resource reference material; a referral form; Case Management and Nursing staff meetings are being held; ICD-10 Coding; Patients are being referred to the food bank and other distribution centers in the patients geographic area; Leadership is volunteering once a month at the local Food Bank; A RH leader will join the Food Bank board of directors
3. The Mental Health Emergency Stabilization Outpatient Unit has been integrated into the RH Emergency Department and functions in collaboration with Sutter Yuba Mental Health, utilizing county mental health and emergency psychiatry professionals, emergency telepsychiatry, ED staff, and crisis nursing
4. RH Clinic has opened or enhanced additional Specialty Care clinics including the Rideout Urology Clinic, The Rideout Neurology Clinic and the Rideout General Surgery Clinic including Bariatric surgery
5. We are educating and empowering our patients through our enhanced Community Health Education program **Rideout Healthy**. Classes include: Tobacco Cessation, Maternity, Childbirth, Child Safety, Diabetes, Healthy Eating, Cancer Wellness and Hospice Grief Classes, Regional Health Fairs, including the RH Baby Fair, and for youngsters, our free Rideout Healthy Kids school assemblies for K-8th grade students in Yuba, Sutter and Colusa counties
6. RH Foundation assists cancer center patients, senior care and other patients with transportation needs and more by providing provisions such as gas cards, bus passes, food cards to help indigent or low income patients with their travel needs
7. RH coordinates with the Sutter and Yuba County Health agencies and local low-income health providers to distribute health information and assist with health services including an no cost/low cost directory which publishes in the local newspaper and is made available at Sutter and Yuba County public health

## Community Health Education

RH's "Rideout Healthy" program offers free community health education classes to all community members focused on the benefits of eating healthy, exercise, and emotional well-being. At RH we strive to give people the resources and encouragement they need to live the healthiest lives possible.

- In 2014 the "Rideout Healthy Kids" program began. This program provides health education to elementary and middle school children in an interactive musical theater performance and a comedy show. An evaluation of specific outcomes of this program included the following:
  - In 2014 the program was delivered to over 22,000 Yuba-Sutter school system students
  - In 2015 the Rideout Healthy Kids program was expanded to neighboring Colusa County
  - In 2016/17, the Rideout Healthy Kids program shared the message of healthy eating/esteem at 20 - K-8 School assemblies in Yuba and Sutter counties. Portions of the musical assembly script were reworked to bring RHK's messaging up-to-date, and to include current trends which will appeal to students K-8th grade
  - Teacher evaluations were conducted after each program was delivered to assess observed behavioral changes and increased awareness in the students that attended the program. A sample of evaluations was selected at random (n=22) to demonstrate the impact of the program. This analysis revealed that 64% of teachers surveyed reported observing an increased awareness

of healthy eating habits and 59% reported observing an increased awareness of exercise and activity habits in the students that attended the program

- RH developed a series of new health education classes and delivers these monthly throughout the calendar year. Topics include nutrition, diabetes management and grief/health coping
- The RH Teen Leadership Council participate in seasonal activities that are sanctioned by the Rideout Health Foundation including help with community health events, the community garden and job shadowing healthcare professionals

## Critical Nursing and Clinical Technician Shortage

According to the American Association of Colleges of Nursing (2014), and the Bureau of Labor Statistics' Employment Projections 2012-2022, by 2021, a national nursing shortage of 1.05 million registered nurses is projected. As a rural regional medical center RH continues to face challenges similar to rural regional medical centers across the nation, including recruitment competition from regional medical centers within a forty mile radius. Recruiting registered nurses and other clinical technical personnel to the Yuba Sutter area poses an ongoing challenge. In addition to the national shortage of registered nurses, recruitment of specialized nurses is particularly difficult in the following areas: critical care, labor and delivery, and perioperative and procedural areas. In addition to nursing, RH also is challenged with recruiting physical therapists and physical therapy assistants, occupational therapists and occupational therapy assistants, operating room technicians, and speech pathologists.

### New Grad Program for Nurses: A Residency Program

Rideout Health continues its commitment to the support of novice nurses as he or she transitions into professional practice with its RN Residency Program. The program encompasses both didactic and clinical experience to foster the knowledge, skills and attitudes required of the acute care nurse.

RH nurse residency program is modeled after national best practice residency programs, and RH has been able to expand its staff of experienced nurses as a result of the residents who are now part of our nursing team.

Each newly hired nurse is partnered with a skilled preceptor who guides them through learning experiences within the clinical environment. In tandem with the clinical experience the new graduates engage in classes that meet approximately 9 times over their first year. The courses include multiple learning activities rooted in the principles of safety and quality and are led by clinical educators and leaders.

For the past five years, RH has demonstrated its commitment to the investment in these nurses and ensures that they receive not only the technical and clinical training needed to be skilled and competent nurses, but also the emotional leadership and support to ensure their job satisfaction and professional growth. Rideout will again be welcoming a new cohort of nurses into its residency program in January 2018.

### Recruitment Strategies and Programs:

RH is focused on recruiting and retaining qualified and dedicated staff to support the organization, mission and communities we serve. Currently, RH is experiencing the greatest challenge recruiting in the following positions: Specialty RN's in CVICU, ICU, CVOR, and Surgery, Clinical Laboratory Scientists and Rehabilitation Staff (specifically, Physical Therapists, Occupational Therapists and Speech Therapists). We have implemented multiple strategies to increase our candidate flow to these positions. In nursing, we have been successful in recruiting and training new grad nurses, but are limited in the numbers we can train in a given time period. RH provided clinical training for several nursing programs to include precepting through our Education Department. RH continues to offer specialized training with a focus on clinical skills.

We also participate in several programs partnering with local and regional education institutions for alumni recruitment and internship opportunities, as well as partnering with external specialty recruiting firms. Some additional efforts include:

- Two local career fairs in partnership with Yuba-Sutter "One Stop"
- Two high school career fairs
- One Onsite Rideout Health RN Career Fair
- Spoke to Yuba College graduating RN Class
- Represent Rideout Health on Butte College RN Board
- Zip Recruiter professional job board posting
- Experienced RN – recruitment communication targets at RN's
- Direct Mailer Postcards sent to licensed professionals in particular career fields
- Specific targeted ad's on a variety of association or membership sites



RH maintains 3 full-time recruiters, 1 onboarding specialist, HR assistant and a department director. All have focused on improving relationships with the local nursing schools. This has led to hiring 45 new grads. The department focuses on hiring the most qualified, driven nurse, to provide the best care to our patients. This was accomplished through a panel screening process. We have also been able to convert some of the most talented nurse travelers to permanent RH opportunities – many into critical care areas.

RH utilizes large screening sessions and interview panels for departments who have multiple positions to fill and a large number of candidates to accomplish the most efficient process possible. RH tracks all open positions and reporting times to present an internal metrics monthly report to RH leadership.

Our RideoutHealth.org site has also been enhanced to create a great candidate experience and is a key marketing tool that shows RH as an excellent place to work.

Throughout FY 2016-2017, RH continues to offer competitive salaries and benefits, an education loan repayment program, relocation assistance (to those who qualify), employee referral incentive program, sign on incentive (to those who qualify), free continuing education units, and free leadership development classes.

The Rideout Health Foundation approved \$40,000 in loans to employees enrolled in a nursing program or other hard-to-fill health professions, the loan is forgiven if the employee remains an employee for a period of two years (full-time equivalent) in the position they are going to school for. In addition \$9,000 in scholarships was awarded to area high school seniors and college students pursuing a career in healthcare.

The Rideout Health Foundation sponsors the DAISY Award Program for Extraordinary Nurses - to honor and recognize the wonderful work nurses do for patients and families every day.

## Quality

RH has made significant enhancements to its quality program by employing a team of Quality Performance Specialists who have been assigned to patient care units. This team collaborates with nursing and physician staff to identify and bridge any performance gaps, assists with additional training and coaching and supports our staff in the delivery of quality care. In addition, the Quality Performance Specialists support other quality activities for Medical Staff Departments and Committees such as peer review, data presentation and special studies.

### Quality Programs Include:

- A system-wide Infection Prevention Program aimed to prevent healthcare-associated infections. The department also works to prevent the risk of exposure to patients and staff from potential infectious diseases. Currently, the team consists of the Director, Infection Preventionist, and an Infection Prevention Support Specialist.
- Education programs for front-line staff, members of leadership and physicians on relevant quality and regulatory standards pertaining to their Area of Specialization.
- Clinical Rounding for standards compliance, Values-Based Purchasing/Core Measures, compliance with other high-risk, problem prone and high risk conditions as applicable to their Area of Specialization – all in an effort to promote the practice of evidence-based care.
- Using and implementing new data systems and tools to continue the enhancement of the identification and development of our Quality Improvement Plans to improve patient care.
- Development and implementation of over ten (10) applications and databases that allow us to identify and correct compliance issues, including direct leadership identification and corrections across the entire foundation. The Quality Management Department has designed and has implemented a Quality Assurance/Performance Improvement (QAPI) program in over sixty-eight (68) RH Departments.
- Implementation of the Premier Connect which allows RH to review physician performance and Ongoing Professional Practice Evaluation (OPPE) and Focused Professional Practice Evaluation (FPPE).
- RH's Primary Stroke Program, initiated in 2016, provides patients access to specialized neurointerventional procedures and neurosurgery. The Primary Stroke Program's commitment and success is attributed to ensuring that stroke patients receive care in accordance with the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability.
- To mitigate the potentially deadly impact of Sepsis, RH developed a Sepsis Alert System to quickly identify and aggressively manage sepsis. The protocol includes rapid, highly coordinated diagnosis and teamwork.
- RH has implemented daily safety huddles that are attended by all organizational leaders. All actual and possible safety issues are reviewed at that time.

## RH Physician Appointments

July 2016-June 2017

- Sidharth Bagga, MD, Medicine (Critical Care), Active Staff
- Hermant Kudrimoti, MD, Medicine (Neurology), Active Staff
- Talitha Canaan, CRNA, Anesthesiology, AHP Staff
- Renee Lynn Brown, MD, Emergency Medicine, Active Staff
- Wyman Lee, MD, Medicine (Radiation Oncology), Active Staff
- Andrew McCague, DO, Surgery, Active Staff
- Nishith Vayada, MD, Medicine (Cardiology), Active Staff
- Otto Thomas, MD, Anesthesiology, Active Staff
- Linda Acker, FNP, Surgery (Otolaryngology), AHP Staff
- Bethany Louque, NP, Medicine (Hospitalist), AHP Staff
- Amy Micheli, NP, Medicine (Hospitalist), AHP Staff
- Stanshan Bao, MD, Radiology (Teleradiology), Consulting Staff
- Ali Ghias, MD, Medicine (Critical Care), Active Staff
- Theodore John, MD, Surgery (General Surgery), Active Staff
- Elaina Tsui, MD, Surgery (General Surgery), Active Staff
- Robin Bell, PA-C, Emergency Medicine, AHP Staff
- Hoang Thy (Linda) Nguyen, NP, Emergency Medicine, AHP Staff
- Frank Kennedy, MD, Surgery (Surgicalist), Active Staff
- Sreenivasa Ravuri, MD, Medicine (Intensivist), Active Staff
- Maxim Spektor, DO, Surgery (General), Active Staff
- Mark Cope, CRNA, Anesthesiology, AHP Staff
- Lisa Mattsson, CCP, Surgery, AHP Staff
- David Siesel, CRNA, Anesthesiology, AHP Staff
- Megan Daly, MD, Medicine (Radiation Oncology), Active Staff
- Richard Hollis, MD, Medicine (Teleradiology), Consulting Staff
- Arta Monjaze, MD, Medicine (Radiation Oncology), Active Staff
- Richard Valicenti, MD, Medicine (Radiation Oncology), Active Staff
- Shyam Rao, MD, Medicine (Radiation Oncology), Active Staff
- Frank Welte, MD, Radiology (Teleradiology), Consulting Staff
- Diane H. Conley, MD, Radiology / Tele-radiology, Consulting Staff
- John I. Nwankwo, MD, Radiology / Tele-radiology, Consulting Staff
- Richard A. Mitchell, MD, Radiology / Tele-radiology, Consulting Staff
- Trent Dudley, RNFA, Surgery, AHP Staff
- Nathaniel Greeley, PA-C, Emergency Medicine, AHP Staff
- Amir Amiri, MD, Surgery, Active Staff
- Lee T. Donohue, MD, Pediatrics, Active Staff
- Michelle Hamline, MD, Pediatrics, Active Staff
- Payam Vali, MD, Pediatrics, Active Staff
- Rebecca Seigas-Ball, CRNA, Anesthesiology, AHP Staff
- Philip Federio, MD, Medicine (Hematology / Oncology), Active Staff
- Darren Lucas, MD, Medicine (Telepsychiatry), Consulting Staff
- Svetlana Williams, MD, Medicine (Telepsychiatry), Consulting Staff
- Lauren LaPorta, MD, Medicine (Telepsychiatry), Consulting Staff
- Jaya Maewal, MD, Pediatrics, Active Staff
- Jill Stocker, DO, Family Medicine, Courtesy Staff
- Gary Bernard, DO, OB/GYN, Active Staff
- Brandi Chapman, FNP, Medicine (Intensivist Group), AHP Staff
- Nicolas Jordan, PA-C, Surgery (Orthopedics), AHP Staff
- Leslie Lyda, NP, Surgery (SAMGI), AHP Staff
- Nabil G. Elkhoury, MD, Surgery (OB/GYN), Active Staff
- Brent Gordon, MD, Medicine (Emergency Medicine), Active Staff
- Cristina Modillas, RNFA, Surgery (Cardiothoracic), Active Staff
- Thiya Ganesan, MD, Pediatrics, Active Staff
- Sameh Salama, MD, Surgery, Active Staff
- Dwayne Bennett, MD, Medicine (Telepsychiatry), Consulting Staff
- Amy Ellis, MD, Medicine (Psychiatry), Active Staff
- Radhika Levaka, MD, Anesthesiology, Active Staff
- Chunwen (Jane) Teng, DO, Medicine (Hospitalist), Active Staff
- Harinder Dhanota, DO, Surgery (Orthopedics), Active Staff
- Matthew Wilson, MD, Surgery, Active Staff
- Bethany Berryhill, FNP, Emergency Medicine, AHP Staff
- Ruth McGowan, PA-C, Medicine, AHP Staff
- Lindsay Plummer, FNP, Emergency Medicine, AHP Staff
- Russell Gelormini, DO, Radiology (Teleradiology), Consulting Staff
- Michelle Goni, MD, Radiology (Teleradiology), Consulting Staff
- Muhammad Raja, MD, Medicine (Cardiology), Active Staff
- Reza Safavi, MD, Medicine (Telepsychiatry), Consulting Staff
- Gabriel Maalouf, PA-C, Emergency Medicine, AHP Staff
- Khursheed Haider, MD, Medicine (Intensivist), Active Staff
- Kanwar Multani, MD, Pediatrics, Active Staff
- Giovanni M. Salerno, MD, Surgery (Surgicalist), Active Staff
- Nicole Thomas, DO, Surgery (Surgicalist), Active Staff
- Robert Hayes, CCP, Surgery, AHP Staff
- Angela Shergill, CRNA, Anesthesiology, AHP Staff
- Joanna Carlson, MD, Medicine (Teleradiology), Consulting Staff
- Stacy Greenspan, DO, Medicine (Teleradiology), Consulting Staff
- John Krol, MD, Medicine (Teleradiology), Consulting Staff
- Alan Pratt, MD, Medicine (Teleradiology), Consulting Staff
- Steven Lenge, MD, Radiology (Teleradiology), Consulting Staff
- Thomas Vreeland, MD, Radiology (Teleradiology), Consulting Staff
- Anthony L. Cappelli, MD, OB-GYN, Active Staff
- Scott R. Kerns, MD, Radiology / Tele-radiology, Consulting Staff
- Hazel Rovno, MD, Radiology / Teleradiology, Consulting Staff
- Minh Bui, MD, Medicine / Cardiology, Active Staff
- Alexandra Ellis, PA-C, Emergency Medicine, AHP Staff
- Rigoberto R. Picazo, NP-C, Medicine / Cardiology, AHP Staff
- David Coffman, MD, Surgery, Active Staff
- Jeffrey Galland, MD, Anesthesiology, Active Staff
- Alexis Toney, MD, Pediatrics, Active Staff
- Faith Lehman, FNP, Emergency Medicine, AHP Staff
- Ravindra Chand, MD, Medicine (Telepsychiatry), Consulting Staff
- Olena Lineberry, MD, Medicine (Critical Care), Active Staff
- Jennifer Rosenthal, MD, Pediatrics, Active Staff
- Grace Jackson, MD, Medicine (Telepsychiatry), Consulting Staff
- Manpreet Dhillon, NP-C, Medicine (Hospitalist Group), AHP Staff
- James Saxton, MD, Pediatrics, Active Staff
- Mark Thomas, MD, Surgery, Active Staff
- Nicolas Brown, MD, Medicine (Telepsychiatry), Consulting Staff
- Scott T. Earl, CRNA, AHP Staff
- Leon Simms, PA-C, Surgery (Orthopedics), AHP Staff
- Thomas Carter, MD, Surgery (Cardiothoracic Surgery), Active Staff
- Ann Connor, MD, Surgery (Cardiothoracic Surgery), Active Staff
- Sridhar Rajamani, MD, Medicine (Critical Care), Active Staff

In an effort to always strive towards our mission to provide superior healthcare to everyone in our community, we continue to recruit physicians in areas of great need. Some areas of focus have included Critical Care, Primary Care and Gastroenterology. Additional medical practices allow health care access to all patients including those patients with Medi-Cal or without insurance. Remote services for Teleneurology and Teleradiology continue to ensure 24/7/365 coverage.

## Access and Affordable Health Care

- RH continues to screen infants born at Rideout for possible hearing loss, regardless if insurance covers the procedure
- The physicians who choose to practice at RH in such specialties as family practice, pediatrics, obstetrics/gynecology, and internal medicine meet the needs of the underserved in the community. These medical practices have increased health care access to all patients on Medi-Cal and without insurance
- RH funds the Community Health Education Program-Rideout Healthy, which provides free classes each month on health-related topics. Information is also given regarding access to health care. Class topics are determined by the results of a survey that participants are asked to complete on what classes they are interested in hearing about in the future and include smoking cessation, childbirth classes, nutrition classes and diabetes education
- A specialty clinic in Penn Valley (Nevada County), The Rideout Specialty Care Center brings specialty healthcare services, such as cardiology, urology, vascular and infectious disease, to the Penn Valley area (Through 10/31/16)
- Three Primary Care clinics are located in Grass Valley to provide primary care services to patients in Nevada County (Through 10/31/16)

## Cancer Needs of the Communities

Summary: Before opening the Rideout Cancer Center with UC Davis Cancer Center, in September 2000, RH identified that more than 600 patients traveled outside the Yuba-Sutter area each year to seek outpatient cancer treatment. In addition, Yuba County has an extremely high rate of all cancer deaths that exceeds both the state and Healthy People 2010 national objective. Sutter County's rates, while not as high as Yuba County, exceed both California and Healthy People 2010 national objective. The top 5 sites for cancer at RH are breast, lung, prostate, colon and bladder.

The Rideout Cancer Center (RCC) provides cancer patients with the most up-to-date and effective cancer care in the Y-S community. Partnered with UC Davis is a National Cancer Institute (NCI) designated cancer program, comprised of research, clinical trials and the latest technology.

The 42,000 square foot Rideout Cancer Center integrates care management, Radiation Oncology, PET/CT Services, Medical Oncology (Chemotherapy), Hematology (Blood Diseases) and Clinical Trials with a team of highly trained board certified physicians, oncology certified nurses (OCNs), certified Radiation Therapists (RTTs), a Social Worker (MSW) and a registered dietician (RD).

### Cancer Needs in the Community - FY 2016-2017

The Rideout Cancer Center (RCC) provides cancer patients with the most up-to-date and effective cancer care in the Y-S community. UC Davis is a National Cancer Institute (NCI) designated cancer center, which comprises research, clinical trials and the latest technology. The partnership with UC Davis sets high standards in providing quality care to patients. Patients receive the quality of care they might expect from a large university medical center with the compassion and personalization of a community based hospital.

RCC is accredited by the American College of Surgeons Commission on Cancer (ACoS CoC) as a "Comprehensive Community Cancer Program". This accreditation requires that they follow high standards of care and provide a more comprehensive approach to cancer treatment. The 42,000 square foot cancer center integrates care management, Radiation Oncology, PET/CT Services, Medical Oncology (Chemotherapy), Hematology (Blood Diseases) and Clinical Trials with a team of highly trained board certified physicians, oncology certified nurses (OCN's) and certified Radiation Therapists.

### The Rideout Cancer Center provides:

- Virtual Tumor Boards (Monday-Thursday)
- Patient & Family Advisory Council – New Goals to Improve Patient Care (Quarterly)
- Chemotherapy & You Class for New Chemotherapy Patients (Every Tuesday)
- Professional Governance Nursing Meetings, including VTB Nursing Meetings with UCD Satellite Facilities-Monthly
- Wellness Center, providing yoga, art and writing expression (Every Friday)
- Cancer Support Group (Every Thursday)
- Grief Support Group (Every Thursday)
- Wellness Center, Look Good Feel Good (Every Other Month)
- Survivorship Program for patients after they have completed their course of treatment
- Senior Health Fairs
- Healing Environment. Donor Recognition Artwork throughout the Rideout Cancer Center via donations made to Rideout Foundation.
- Peer Navigator Program
- American Cancer Society, Relay for Life (June 2017)



- Memorial Day Celebration Luncheon (May 2017)
- Rideout Cancer Center Survivorship Event (June 2017)
- Fairway to Health 2017– 27th Anniversary (May 2017)
- The Patient Resource Center
- Medical Licensed Social Worker Services
- Patient Discretionary Fund Assistance
- Public Resource Library
- Peer Navigator Program
- Wellness Center, Teen Talk Monthly (Every 4th Monday)
- Quarterly presentation, “Nutrition for Persons with Cancer”
- Annual Report 2016/2017
- Updated website
- Two General Tumor Boards per month at Rideout Cancer Center
- Two Lung Nodule Tumor Boards per month at Rideout Cancer Center
- Monthly Educational Display in the Lobby (Emphasize 12 cancers, one each month)
- Clinical Practice Meeting Monthly
- Cancer Committee meets quarterly
- Professional Governance Medical Assistant Meetings
- Colorectal Cancer – Radio Awareness Campaign, The Strollin Colon, Colon Cancer Alliance and “Paint Your City Blue” (March 2017)
- Fecal Occult Blood Test Screening (March 2017)
- Community Screening Event – FMC Conference Room, Information on Oral Screenings
- Plumas Lake Run – Provided information on skin cancer, assisted with first aid (April 2017)
- Bike Around the Buttes Event – Display on Skin Cancer, sunscreen provided with information cards (April 2017)
- Cancer Survivorship and Lilly Arts on Canvas (June 2017)
- Valley Muffler Car Show for the Cancer Center Discretionary Fund – Skin Cancer educational display, free sunscreen (June 2017)
- A Nurse Navigator to guide patients through their course of treatment

### **Unified in Patient Focused Cancer Care**

The UC Davis Cancer Care Network is a collaboration of hospital-based cancer centers in Northern and Central California dedicated to providing first-rate care to patients close to home. Through the network, the expertise of a National Cancer Institute-designed cancer center is linked with the unique insights of the hospital-based community cancer centers. Oncology teams at participating sites are committed to working together to provide the latest diagnostic techniques and treatment approaches to their patients.

Cancer Care Network facilitates interaction across network sites through “virtual tumor boards.” Using state-of-the-art telemedicine technology, teams of specialists in different locations meet via real-time videoconferencing, share medical information and agree on treatment plans. Patients then receive care in their own communities and from their own physicians. Virtual tumor boards also provide opportunities to assess patients’ needs for novel treatments available through clinical trials and for appropriate referrals to UC Davis for specialty care.

### **Key Goals of the Network**

- Provide first-rate community-based medical care to cancer patients
- Broaden access to new treatments available through clinical trials
- Ensure ongoing interactions among medical teams at multiple locations who are involved in patient care
- Increase the availability of the specialty and subspecialty cancer care available only at UC Davis
- RH hosts a booth at the annual Punjabi Festival to reach the East Indian population the focus is on breast cancer awareness
- Monthly Tumor Conferences are offered to the physicians in the community for CME credit
- The Rideout Cancer Center has developed the “Cancer Network” newsletter for patients and family members in our community. This newsletter educates patients on the latest cancer treatments, nutrition and community resources
- The Rideout Cancer Center hosts monthly programs of interest to all persons with cancer and their family, friends and/or caregivers
- The Rideout Cancer Center offers space and support for the following Support Groups
- Crossroads: Breast Cancer Support Group; Man to Man Prostate Support Group; Caregivers Support Group
- Coping with Cancer and Cancer and Fatigue lectures are held for patients and family

## **The Heart Center at Rideout Memorial Hospital**

The RH primary service area of Yuba and Sutter counties represents a combined population of approximately 170,000 residents. In comparison to the other 56 counties in California, this population is positioned among the worst in the state for health rankings. For measures such as morbidity, mortality and poor health behaviors, Yuba and Sutter counties are statistically worse than the majority of state and national benchmarks. Compounding the health challenges of Rideout Health’s patient population are the poor social and economic

factors and physical environment which also fall far below average for state and national statistics. (County Health Rankings and Roadmaps 2013, Robert Wood Johnson Foundation).

With concerns specific to cardiovascular health, statistics for heart disease and stroke reported by CDC indicate death rates which are far worse in Yuba County than state and national averages for coronary heart disease and acute myocardial infarction. Historically, Yuba County had the sixth-highest coronary heart disease-related death rate of California's 58 counties, according to the California Department of Public Health, Sutter County was the 11th worst. In sum, these values suggest that the health needs and status of the Yuba and Sutter area are particularly severe and unique. In addition to Yuba and Sutter counties, RH also provides services for the surrounding counties of Colusa, Butte, Sierra, Nevada and Placer.

The hospital provides cardiovascular diagnostic, minimally invasive, surgical and post-acute therapeutic and health maintenance services. In 2012, furthering its commitment to meet the unique and evolving demands of the community RH initiated an expansion in management of the Heart Center to establish the structure and operational benefits of a comprehensive cardiovascular program. The vision of this RH service line is to achieve and maintain a distinguished service based on value and quality which endures through innovation, leadership and a competitively strong and financially viable market position; allowing RH to exceed the expectations and needs of the community by providing excellence in cardiovascular care. The integrated nature of the service line creates improved synergy across units and delivers greater multi-disciplinary coordination of care to promote advantages in care effectiveness, efficiency, service quality and outcome for the patient. The service line also aligns various resources, efforts and outreach to enhance community and population health management needs for Yuba and Sutter counties.

RH provides inpatient and outpatient diagnostic support for patients with known, or suspected cardiovascular disease and/or neurological disorders. Procedures include echocardiography, electrocardiogram (ECG / EKG), holter and event testing, cardiac stress testing, and other advanced imaging studies. The imaging technology utilized in this service was improved to include the best three-dimensional (3D) cardiac imaging technology in ultrasound available to the market from industry leader Philips. These were acquired for our Cardiology and Cardiac Surgery settings to dramatically improve diagnostic capabilities, in particular for pediatric applications. Peripheral vascular imaging is also provided, such as lower extremity and carotid ultrasound. Early in 2017 RH saw the addition of our Valvetec Program; a guidelines driven, quality initiative aimed at early identification and care of patients with valvular heart disease (VHD) by optimizing clinical pathways and processes. Additionally, with the 2017 opening of our newly constructed patient tower, services are now provided in both inpatient (inclusive of Emergency and Observation patients) and outpatient settings. The outpatient setting includes 4 dedicated rooms (2 – Treadmill, 1 – Cardiac Echo and 1 – Vascular Echo); while the new inpatient setting mirrors our outpatient delivery model. There are 10 ultrasound systems dedicated to inpatient and outpatient services of which half feature the most contemporary technology available.

The full service diagnostic and interventional cardiology catheterization laboratory (Cath Lab) at RH has highly skilled professionals, available 24/7. The Cath Lab uses state-of-the-art Toshiba imaging technology and expertise to deliver the most comprehensive diagnosis, treatment and rehabilitation possible for cardiac and vascular conditions. One of the two dedicated procedure rooms fully renovated between March 2012 and March 2013 houses a dual-plane imaging system that provides as an optimal reference and navigation resource during procedures. RH performs 2,100 invasive cardiology procedures annually making it one of the busiest and most experienced labs in the region. The population served by the Cath Lab includes patients with arteriosclerotic heart disease, arrhythmias, peripheral vascular disease, pulmonary disease, and patients needing vascular access or feeding tubes.

The RH STEMI (ST Elevated Myocardial Infarction) Program was resumed in November 2017 and operates in conjunction with pre-hospital emergency medical services (EMS) in the region. Rideout is a Designated STEMI Receiving Center with the Sierra-Sacramento Valley (SSV) Emergency Medical Services Agency, and through partnership with SSV, RH is able to provide rapid recognition, transportation, and efficient care coordination, and expedited intervention for members of the community experiencing a heart attack. High quality, efficient care is delivered by emergency department physicians and staff with specific training in assessment of chest pain, EKG, and labs, to rapidly diagnose heart attacks. In addition, RH partners with SSV and other STEMI Receiving Centers in the region to provide and improve response effectiveness for heart attack patients, regularly meeting to evaluate performance and contribute to quality assurance measures. As a benefit to the community, RH also provides continuing medical education in cardiac care to EMS pre-hospital personnel with the goal of raising community awareness for heart attack recognition, response and 911 activation.

Cardiac Surgery at RH is provided in a dedicated specialized cardiovascular operating room (CVOR). The room is staffed by a unique team of highly trained cardiac surgery nurses and technicians exclusively dedicated to cardiac surgery. Common surgical procedures include open heart valve replacement and cardiac artery bypass graft (CABG) in addition to development and delivery for novel procedures which are unique within the region which include minimally invasive valves and Transmyocardial Laser Revascularization (TMR). In specialized cardiac nursing, RH features 12 Cardiovascular Intensive Care Unit beds and 24 Telemetry beds for advanced care specifically for our cardiac patients. Nursing and support personnel in these dedicated units are uniquely educated and trained to meet the complex and high acuity care needs for those with cardiovascular disease.

RH provides innovative community outreach and post-acute services through its Cardiac Rehabilitation Program (recognized as Phase II rehab following hospital discharge). For those with a history of cardiac disease, this service aims to improve patients' quality of life, health status and risk factor management by providing education and rehabilitative care that focuses on nutrition, exercise, stress-management, smoking cessation and other forms of counseling for secondary prevention. In addition, the Cardiac Rehabilitation facility offers a maintenance program (recognized as Phase III rehab), which allows patients to continue risk factor management and exercise indefinitely at our facility. (Early 2018 will see the addition of Phase I Cardiac Rehabilitation, which will detect and target inpatient patient populations potentially at risk for cardiovascular disease, lending to early intervention of patients who may perhaps benefit from Phase II exercise and education.)

The Rideout Hospital administration, medical staff, Rideout Foundation and other community partners work together to provide innovative community outreach centered on improving the quality of technology and services provided within RH and specifically targeted to elevate cardiovascular health within the region through greater community education and awareness. Recent examples of collaboration and events include various fairs and events that Heart Center staff attended to provide complimentary screenings. Community events included:

- Have A Heart For Kids 5K – Yuba City Unified School Districts
- Healthy Cooking Classes
- Tobacco Cessation Classes
- Nutrition Classes
- Various Local Health Fairs and Festivals

## Mental Health – Substance Abuse Services

Summary: Identified the need for education about substance abuse, including alcohol and tobacco and support for victims of trauma

- RH sponsors free Tobacco Cessation classes monthly for the public (January thru November)
- RH continues to support the local Trauma Intervention Program (TIP), where trained citizens offer emotional and practical support to victims, their family members, friends and bystanders at 911 emergency calls
- RH continues to provide assistance to the Rideout Emergency Department Sexual Assault Response Team (SART) for equipment and training to help women and children of assault crimes
- RH Hospice staff continue their participation in Camp HUG, a camp for children who have lost a loved one. Held at Eagle Lake Ronald McDonald Camp, children learn how to deal with their grief in healthy ways. This camp is free for children ages 8-18 who have had a close friend or family member die within the last two years (through May 2016)
- RH provided meeting space to host Sutter-Yuba Network of Care and Mental Health Services training on Suicide Prevention and Aggression Replacement
- Grief Support Group and free CHE Class - Dealing with Grief During the Holidays

RH has joined forces with Sutter Yuba Mental Health to provide a Mental Health Emergency Stabilization Unit Initiative. The initiative offers an innovative solution for caring for the emergent needs of the mental health patient arriving at an Emergency Department in crisis. The Mental Health Emergency Stabilization Outpatient Unit is integrated into the ED and functions in collaboration with the local county mental health department, utilizing county mental health and emergency psychiatry professionals, emergency telepsychiatry, ED staff and crisis nursing.

## Senior Services

Summary: Identified need for seniors to access medical information and screenings, transportation, adult day care and home health.

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Note: On February 13, 2017 – 244 residents and patients from Rideout's Senior Care facilities: The Gardens, The Courtyard and The Fountains, were safely relocated to other care facilities outside of the flood zone after mandatory evacuation orders were directed by both the Yuba and Sutter County Office of Emergency Services. During the evacuation, Rideout Senior Care facilities sent staff and medical records along with the residents and patients who were temporarily relocated.

- RH participates in local Senior Health Fairs and community events and provides free health screenings and healthcare information wherever and whenever possible
- RH's Director of Assisted Living Services discussed topics on aging to local Kiwanis and Rotary membership organizations
- RH participates in and monetarily supports the Alzheimer Association's Walk to End Alzheimer's. The Director of Assisted Living Services serves on the Walk to End Alzheimer's planning committee
- RH provides a "Community Resources for Seniors" handbook to senior citizens
- RH continues a licensed Skilled Nursing & Rehabilitation facility, The Fountains; two Assisted Living facilities, The Gardens, Alzheimer's and Dementia facility that includes an Adult Day Care Center, and The Courtyard
- RH offers Home Health and Hospice services to the communities we serve (thru May 2017)
- RH's Director of The Fountains, a skilled living facility, presented at the Sacramento County Emergency Preparedness meeting



## Perinatal Services

Summary: Identified the need for perinatal outreach education and services for all pregnant women in our community

RH offers free perinatal classes, which include:

- Childbirth Preparation: Signs of labor; what to expect at the hospital; labor variations; comfort measures; breastfeeding; pain relief; Lifesaver Baby: Parents are instructed in infant CPR and choking
- Maternity Tours: Tours of the Perinatal Department
- Breastfeeding: Education on how to, and why it is important
- The Sweet Success program. Sweet Success is a diabetes-in-pregnancy program that is run by our own staff, but is supported and evaluated by the Department of Health Services. There are typically 45-50 women enrolled in the program annually
- A Lactation Consultant is employed in the Perinatal Department helping our exclusive breastfeeding moms be more successful
- We participate in local health fairs to reach out to our community and support those families who are expecting
- The Family Birthing Center at RRMCC opened on May 1, 2017. Fremont Medical Center closed the same day
- This Magic Moment, Baby Fair, May 2017

## Rideout Emergency Department

In August 2016, Emergency Department expansion as part of the new tower project at Rideout Memorial Hospital received its license after passing a final inspection conducted by the California Department of Public Health, and immediately opened its doors. The new expanded ED elevates the quality of our institution and delivers the high standards of excellence that our community deserves. The newly-expanded Rideout Emergency Department increases capacity to 44 beds with a new lobby and waiting area. This additional expansion to the Emergency Department yields immediate benefits for the community, alleviating ED wait times for patients throughout the region. The new space enhances the ED team's ability to handle every kind of patient and patient need with dispatch and compassion. Currently Rideout works in collaboration with the Dignity Neuroinstitute to deliver care to stroke patients and with Yuba Sutter Mental Health to deliver psychiatric care. Rideout's designation as a Level III Trauma Center and STEMI-receiving hospital make us the nexus for emergent care for all or parts of five counties.

FY 2016/17

- Hospital Emergency Response Team: This multidisciplinary team meets and trains with specific equipment that will be available for use during a disaster. The RH team has practiced with items such as stair chairs used for evacuation, PAPR suits used with HazMat training and Radio communication. This team is trained and able in a disaster to be mobilized to run the event.
- Participate in statewide and local drills – Multi-county drill for trauma utilizing all community partners. Active Shooter drills. Participated in the Great American Shake Out drill for Earthquake Preparedness
- Level 3 Trauma Center re-designation with the American College of Surgeons
- Yuba Sutter Chamber of Commerce Innovation Award
- Yuba Sutter Rising Star Award for care of the mental health patient
- Innovation Award from California Hospital Association for our Collaboration with the County Caring for the Mental Health Patient
- Emergency Nurses Award for Collaboration with County Caring for the Mental Health Patient
- Statewide Challenge Award recipient for Collaboration with County Caring for the Mental Health Patient
- American Heart Association target stroke elite plus award for our door to needle times for stroke patients
- The silver quality award for stroke care
- A "How to Recognize A Stroke" campaign includes radio, newspaper and collateral materials
- Average patient visits 74,000 a year
- Stop the Bleed Campaign presented by our Trauma department for community awareness on controlling bleeding in an event of active shooter or injury. The Stop the Bleed Campaign also includes radio, newspaper and collateral materials

Rideout Memorial Hospital has received official verification of its Trauma Program from the American College of Surgeons (ACS). Rideout's Emergency Department is a Level III Trauma Center as designated by the Sierra Sacramento Valley Emergency Medical Services Agency, the joint powers authority responsible for emergency services in ten northern California counties. While all hospitals with trauma centers must be so designated by the authority for their region, fewer than 50 hospitals anywhere in California have had their trauma programs verified by the ACS.

## Outreach and Information/Education

Summary: Rideout continues to provide information on what health care services are available locally, how to access them and education on basic health care. Rideout supports, participated in, partnered with other health care entities or established the following:

- RH supports the Trauma Intervention Program to train local volunteers working with traumatized victims

- RH supports the California Highway Patrol Safe Senior Driving program
- RH continues to provide translation of vital written material into Spanish, Punjabi and Hmong languages, including drug- testing consent, home care consent, information for women on caring for their newborn, breast self-exams and mammography
- RH Teen Leadership Council (TLC): Thirty-nine area high school students from eight surrounding high schools are recruited to attend the TLC designed to engage young adults who have demonstrated outstanding leadership skills and a strong desire to make a difference in our community and healthcare. Members attend monthly meetings, participate in seasonal activities, act as Foundation liaisons for their schools, job-shadow healthcare professionals, participate in philanthropic activities and health care events
- RH provided a free “Baby Fair” providing information on childbearing, child safety, breastfeeding and more
- RH provided temporary shelter for Casa de Esperanza, an organization that provides protection and education for victims of domestic violence and their children
- RH Nutrition Services provided good nutrition information in the café during National Nutrition Month.
- Rideout Hospital Auxiliary assembles Vial of Life packets for community outreach. The completed packets assist first responders with vital information on medications and medical history
- RH participates in community events and offers healthcare educational materials, free health screenings and healthcare professionals to answer questions based on their area of expertise. Participation included activities at many local community events, speaking engagements featuring health care professionals at the local membership organizations including Rotary clubs, senior citizens clubs, Soroptimist Marysville-Yuba City, Chamber of Commerce Business Connection, Senior Fairs, Punjabi-American Festival, Bok Kai Parade and as guests on local radio talk shows throughout FY 2016/2017.

## Community Organizations

RH provided \$32,018 in financial support and additional in-kind support to other organizations dedicated to improving the health of the community. Some of the organizations are listed as follows:

### Community Support FY 2016/2017 include:

- Live Oak Festival: Sponsor-63rd annual festival
- Alzheimers Association: Sponsor-Yuba City Walk to End Alzheimers
- Early Riser Kiwanis: Sponsor-Blues Brew BBQ
- Geweke’s Caring for Women Foundation: Sponsor-Pink October
- Marysville GoldSox: Sponsor-Homerun for Health
- Beale Military Liaison Committee: Silver Sponsor – Annual Support
- Marysville Stampede: Sponsor-Friends of the Stampede
- Trauma Intervention Program: Annual Support
- Marysville Police Officers Assoc.: Sponsor- MPOA Golf Tournament
- Regional Emergency Shelter Team: Sponsor - Luau fundraiser
- Yuba Sutter United Way: Sponsor-5th Annual Live United Run United
- The Acting Company: Sponsor - Company Fundraiser
- AFSP Foundation: Sponsor-Out of the Darkness Walk (suicide awareness/prevention)
- Yuba City Downtown Business Assoc.: Sponsor-Christmas and Summer Strolls
- You Caring: Donation in support of Steve Shooter Eadie Memorial
- YS Childrens Type 1 Diabetes Support Group: Sponsor - World Diabetes Day Luminaries
- Yuba Sutter Training Zone: Sponsor-Running of the Elves 5k
- Family SOUP: Program Support for disabled children
- YS Chamber of Commerce: Sponsor-Gala
- City of Marysville: Christmas Parade Entry
- Yuba City Education Foundation: Sponsor-Have a Heart for Kids Run Walk
- YS Childrens Type 1 Diabetes Support Group: Sponsor - Bike Around the Buttes
- Rotary Club of Yuba City: Sponsor-Annual Crab Feed
- Mary Aaron Museum: Sponsor - Marysville Historic Faire
- Bok Kai Parade: Sponsor-137th Annual Festival
- Yuba Sutter Legal Center: Sponsor-Annual Italian Dinner
- Harmony Health: Sponsor-Earth Day 5k Run
- Jacque’s Dance Expressions: Sponsor-Team JDE
- National Child Safety Council: Sponsor-Yuba County Sheriff’s Dept. Safety Program
- Kiwanis Club of Marysville: Sponsor-Italian Night Fundraiser
- Marysville High School: Sponsor-Grad Night
- Alpha Sigma Iota Chapter: Sponsor- Sutter Buttes Mountain Run
- Sutter Performing Arts Assoc.: Sponsor-Appraise
- Linda Lions Club: Program Support
- Punjabi American Heritage Society: Sponsor-Punjabi American Festival
- Yuba Sutter Training Zone: Sponsor-Peach Festival 5k
- Iles Academy of Golf for Kids: Sponsor-Golf Tournament

### **RH Offers Free (CHE) Perinatal Classes:**

- Childbirth Preparation: Signs of labor, what to expect at the hospital, labor variations, comfort measures, breastfeeding, pain relief options and cesarean birth; Early Pregnancy: Normal discomforts of pregnancy, comfort measures, body changes and nutrition; Lifesaver Baby: Parents instructed in infant CPR and choking; and Maternity Tours: Bi-monthly tours of the Perinatal Department.

### **RH Offers (CHE) Outreach Classes and Support Groups:**

- Tobacco Cessation Classes: A free four-part-session series entitled Clean Break is offered monthly for tobacco users to learn behavior modification tools to effectively maintain a tobacco-free lifestyle cancer programs: RH offers a variety of support groups and therapy sessions for cancer patients and their caregivers.
- Outpatient Cardiac Rehabilitation: A three-month monitored exercise and formal education program for a patient's recovery from coronary illness.
- Diabetes Classes - topics include: An Overview of Diabetes; Healthy Food Choices; Physical Activity; Blood Glucose Monitoring; Medications; Complications of Diabetes; Sick Day Management; Self-Care Behaviors Healthy Eating and Nutrition: Presentation and cooking demonstrations by registered dietitians and clinical nutritionist on healthy food choices.
- Support groups: RH provides meeting rooms for the following support groups: Grief Support Groups; Yuba-Sutter Children's Type 1 Diabetes Support Group and Cancer Support Groups; TOPS (Take Off Pounds Sensibly)
- Service Organizations: RH provides meeting rooms for the following service organizations and educators: Kiwanis, United Way, Yuba College, American Cancer Society, Yuba-Sutter Chamber of Commerce, Valley Quilt Guild, AAUW, Family SOUP, Rideout Hospital Auxiliary meetings.
- Local Agencies: RH provided meeting space to host programs offered by the California Highway Patrol and Sutter County Mental Health

## **Other Benefits for the Greater Community**

### **SART Program**

RH provides assistance to the Rideout Emergency Department Sexual Assault Response Team (SART) for equipment and training to help women of assault crimes. RH collaborated with law enforcement and Women's Advocacy Groups to establish in May 1996 the Yuba Sutter Sexual Assault Response Team

### **TIP Program**

RH provided support to train volunteers for a Trauma Intervention Program (TIP). This program has more than 25 local citizens who provide comfort and support to those in distress.

## **Education & Training: Medical Staff Education**

RH challenges itself to be a catalyst, advocate for, and a provider of education that promotes change, development and improvement.

Our CME program sees its purpose as providing high quality, evidence-based educational opportunities that are designed to advance physician competence, enhance practice performance, promote patient safety and, wherever possible, improve patient outcomes in the populations served by our physicians and healthcare providers. We seek to serve not only the educational needs of healthcare professionals with privileges at RH but the needs of other local and regional providers as well.

As an acute-care facility, our educational activities include department-specific and specialty-specific conferences and symposia. These events take the form of live courses and live regularly scheduled series. The educational design, instructional method and learning format for each event is chosen to best serve the educational needs and learning objectives of the planned educational activity. Methods for each activity will depend upon the identified need. They will include but not be limited to didactic lectures, workshops and panel discussions which include attendee interaction and case presentations.

Included among our educational offerings are updates in clinical medicine and basic scientific research and reviews of current or best practice recommendations for clinical care.

We expect improved application in our approach to clinical problems and newly acquired strategies, effective use of targeted skills with improvement or a favorable impact on patient outcomes.



## CME Classes FY 2016/17 Included:

- July 1, 2016 Neuro Conference
- August 6, 2016 Clinical Update in Primary Care 2016
- August 19, 2016 Ortho X-Ray Conference
- September 16, 2016 Ortho X-Ray Conference
- September 16, 2016 Neuro Conference
- October 7, 2016 Neuro Conference
- November 4, 2016 Neuro Conference
- November 14, 2016 Wellness Conference
- November 18, 2016 Ortho X-Ray Conference
- December 16, 2016 Neuro Conference
- February 3, 2017 Neuro Conference
- March 3, 2017 Neuro Conference
- April 7, 2017 Neuro Conference
- April 21, 2017 Ortho X-Ray Conference
- May 5, 2017 Lactation Management in the Practitioner's Office
- May 19, 2017 Sepsis in Pediatric Patients
- May 19, 2017 Ortho X-Ray Conference
- June 2, 2017 Neuro Conference

## Staff Education

RH provides ongoing training on site for its nursing and clinical staff as well as non-clinical staff. On-site education for RH employees is provided free of charge to the employee. In addition, RH pays for staff attendance at approved training from outside sources when approved by the employee's manager

## Non-Quantifiable Benefits

Rideout Hospital Auxiliary provided more than 10,000 hours of volunteer services at Rideout Memorial Hospital in Fiscal Year 2016-2017. The Auxiliary renders service to the hospital, patients and families. Since 1958, the Rideout Memorial Hospital Auxiliary members have served more than 820,117 volunteer hours. The Auxiliaries' various fundraising efforts throughout the year enable them to fund scholarship awards, help purchase needed equipment and fund programs for RH.

Other volunteer groups that render service to RH include Rideout Hospice, Rideout Cancer Center, Senior Services, Rideout Emergency Department, Rideout Hospital Greeters, RH Board of Directors and the Rideout Health Foundation Board of Directors and associated committee members.

Additionally, members of the hospital's leadership and management teams volunteer significant time and expertise as board members of nonprofit health care organizations and civic and service agencies, such as:

- Alzheimer's Association: Walk to End Alzheimer's
- American Cancer Society
- Beale Air Force Base Community Council
- E Center Board of Directors (regional Head Start organization)
- Honorary Beale Air Force Base Commander
- Healthy Kids Health Board
- Make A Wish Foundation
- Pink October / Breast Cancer Awareness
- Rotary, Kiwanis and Soroptimist Civic Clubs
- Sutter County Chronic Disease Prevention
- TIP Program Volunteers
- Yuba City Downtown Business Association
- Yuba Sutter Chamber of Commerce
- Yuba Sutter Economic Development Corporation
- Yuba-Sutter Homeless Consortium
- A variety of RH employees volunteer at local schools, participate as guest speakers or lecturers at schools about health topics and career opportunities
- RH Trauma staff provided a presentation and support to the Yuba City Firefighters Foundation at their annual event



ADMINISTRATION

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